



## glowPhone™ Quickstart Guide

Refer to the label below during the activation of your glowPhone.



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For more information visit [www.fireflymobile.com](http://www.fireflymobile.com)

Screen images are simulated. Actual screen images may vary among service providers.

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## **Battery Safety/Disposal**

glowPhone uses a rechargeable lithium-ion (Li-ion) battery. An AC charger is provided.

Follow these battery safety guidelines:

- Do not expose the battery to temperatures above 140 degrees F (60 degrees C).
- Do not take the battery apart.
- Do not allow metal objects to touch the terminals.
- Dispose of properly. Do not dispose of in fire. Do not throw in the trash.

## **Customer Service**

Do not return this product to the store. Contact Firefly Customer Service or visit our web site at [fireflymobile.com](http://fireflymobile.com) for any of the following:

- Troubleshooting
- Activation questions
- Coverage issues

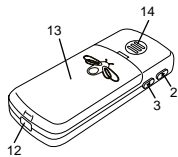
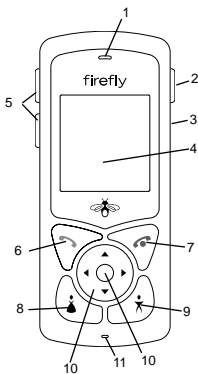
## **About this Quick Start Guide**

This Quick Start Guide provides basic information about using glowPhone. For additional and more detailed information about the features and functions of your glowPhone, go to [fireflymobile.com](http://fireflymobile.com) to download the User's Guide.

## **Password Protection**

The password-protected Parental Controls can be used to block certain phone functions. See the User's Guide for information on programming the call keys, setting up the Contact List, setting Parental Controls, and changing the password.

# MEET glowPhone



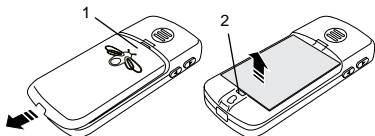
- 1 Earpiece** Hold to ear when using the phone.
- 2 Emergency Call button**
- 3 Headset port** For accessory headset.
- 4 Display area** View glowPhone activities.
- 5 Volume buttons** Press to raise/lower the sound.
- 6 Send key** Press to answer or make a call.
- 7 End key** Press to end a call. Press and hold to turn glowPhone on/off.
- 8 Mom Call key** Press to call a pre-programmed number.
- 9 Dad Call key** Press to call a pre-programmed number.
- 10 Navigation key** Navigation arrows and Select button.
- 11 Mouthpiece**
- 12 Connect port** Connect to battery charger.
- 13 Battery compartment** Install battery and SIM card.
- 14 Loud speaker**

## GETTING STARTED

### Battery and SIM Card

#### Remove the Battery

1. Press lightly at the top of the battery compartment (1) with your thumb and slide the cover until it stops. Lift up the cover.



2. Place the tip of your thumb in the indent (2), push in the tab, and lift the battery out of the compartment.

#### Install a SIM Card

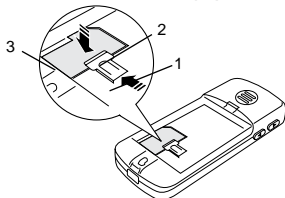
glowPhone requires a SIM card and a charged battery for operation.

You must install a SIM card (provided with your phone or obtained through your network service provider). The SIM card

contains the phone number for your glowPhone and provides access to network services.

Note: Do not touch the metal part of the SIM card.

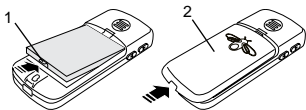
1. Remove the battery cover.
2. Remove the battery (if installed).



3. Push back the metal tab (1) if needed.
4. Slide a SIM card (2) into the SIM card holder and under the plastic lip (3). Make sure the SIM card lies flat in the holder and that the side with the metal side is face down.
5. Slide the metal tab over the SIM card to hold it in place.
6. Install the battery and replace the cover.

## Install the Battery

1. Hold the battery so that the words are facing down and the tab (1) is at the bottom of the compartment.
2. Lower the battery into place and press gently on the tab end until it clicks into place.



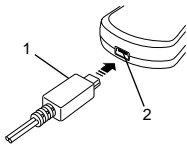
3. Place the cover (2) over the battery and slide it gently forward until it closes.


## Charge the Battery

It will take about 3 hours for the battery to charge the first time. Recharge the battery when the battery icon is at 1 bar or less.

**Important!** Always use the charger supplied with glowPhone or one approved by the manufacturer. Other chargers may damage glowPhone and void the warranty.

1. Plug the charger cable into a standard AC wall outlet.



2. Plug the charger cable (1) into the glowPhone battery port (2). A battery icon  will display on the screen.

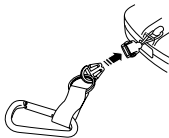
## Power On/Off



- To turn on: press and hold the End key (1) until the display activates.
- To turn off: press and hold the End key (1) until the lights go off.

## Backpack Clip

The string loop on the backpack clip attaches to your glowPhone.

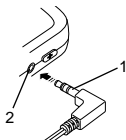


To install the backpack clip:

1. Remove the battery compartment cover.
2. Slip the string loop through the hole next to the charger port and hook the string loop over the notch.
3. Pull gently on the string to make sure it is on the notch. Replace the cover.

## Headphones

Plug your headphone cable (1) into the headphone port (2) on the right side of your glowPhone.



## Parental Controls

See the Setting Up glowPhone section of this guide for information on how to program the special keys and create a Contact List.

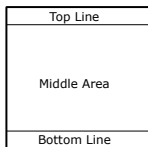
See the User's Guide for information on how to set permissions and use the other options in the Parental Controls menu.



## DISPLAY AREA / KEYPAD

### Display Area

The Display Area provides information about glowPhone.



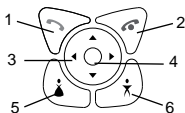
**Top line** Icons for network connection, voice mail, messages, battery strength, etc. Check the top line when you turn on glowPhone:

**Middle area** Viewing/activity area for date/time, phone numbers, names, wallpaper, menu lists, games, etc.

**Bottom line** Menu options.

Note: When glowPhone is on, the keypad and display area will go dark when it isn't being used. Press any key to wake up glowPhone.

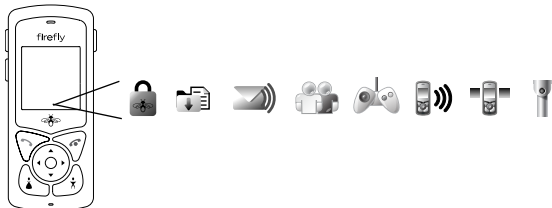
### Keypad



- 1 Send** Press to place a call.
- 2 End** Press to quit a call. Press and hold to turn glowPhone on and off.
- 3 Navigation arrows** Press the Navigation arrows to scroll to and highlight items.
- 4 Select button** Press to select or open an option.
- 5 Mom Call key** Press call a pre-programmed number.
- 6 Dad Call key** Press to call a pre-programmed number.

## MENUS

There are 8 menus. Each menu has an icon that displays in the center of the bottom line of the display area. When you highlight an icon, the menu name appears above it in the display area.



- Use the Navigation arrows to scroll to and highlight a menu.
- Press the Select button to open a menu.
- Press the Navigation arrows to highlight a menu option on a list.
- Press the Select button to open the option.

**Note:** The default menu is Contacts. See the User's Guide if you want to change this default option.



**Parental Controls**

Check and change glowPhone settings.



**Read Text Messages**

Check your messages.



**Voice Mailbox**

Access your voice messages.



**Contacts**

View your phonebook containing a list of names and numbers.



**Games**

Play games.



**Ringtones**

Change ringtones.



**Wallpaper**


Change wallpaper.



**Flashlight**

Turn on all of the glowPhone lights.

## SETTING UP glowPhone

 There are many other setup options. See the User's Guide for more information.

### Type Names and Numbers

Use the display area keypads to type names and numbers. These keypads are only available in the Parental controls menu.

1	2	3
4	5	6
7	8	9
←		✓

A	B	C	D	E	F	G	H
I	J	K	L	M	N	O	P
Q	R	S	T	U	V	W	X
Y	Z	↔	↔	✓	1	2	
3	4	5	6	7	8	9	0

1. Press the **Navigation** arrows to scroll to a number or letter.
2. Press the **Select** button to enter the number/letter in the top line of the display area.
4. Scroll to the **back** arrow in the bottom line of the display and press the **Select** button to erase a number/letter.
5. Scroll to the **check mark** and press the **Select** button to save the entry.

### Setup the Call Keys

There are two pre-programmed call keys. Each key calls a single number. These keys are sometimes called Mom and Dad keys.

To program the call keys:

1. Scroll to **Parental Controls** and press the **Select** button.
2. Scroll to each number in your password [default is 0000] (if you have forgotten your password, enter 5678) and press the **Select** button. Scroll to the **check mark** and press the **Select** button to open the Parental Controls menu.
3. Scroll to **Setup Mom** or **Setup Dad** and press the **Select** button.
4. Type the phone number for this key. Scroll to the **check mark** and press the **Select** button to save the number.
5. Type the name you want to see when the Call key is pressed. Scroll to the **check mark** and press the **Select** button to save the name.
6. Repeat to setup the other call key.

## Setup the Contact List

The Contact List contains pre-programmed names and phone numbers.

1. Scroll to **Parental Controls** and press the **Select** button.
2. Scroll to each number in your password [default is 0000] and press the **Select** button. Scroll to the **check mark** and press the **Select** button to open the Parental Controls menu.
3. Scroll to **Contact List** and press the **Select** button.
4. Scroll to **Add New Contact** and press the **Select** button.
5. Type the phone number for this contact (see page 8). Scroll to the **check mark** and press the **Select** button to save the number.
6. Type the name you want to see in the Contact List. Scroll to the **check mark** and press the **Select** button to save the name.
7. Repeat for each contact you want to add to the list. You can enter up to 48 names in the Contact List.

## USING THE PHONE

The Call Keys and the Contact List must be setup before you can use them to make a call.

### Make a Call Using the Call Keys

1. Press and hold the **End** key to turn on the phone.
2. Check the network and battery strength icons at the top of the display area.
3. Press the **Mom** or **Dad** key. The number and name will appear in the display area.
4. Press the **Send** key.
5. Press the **End** key when you are done talking.

### Make a Call Using the Contact List

1. Press and hold the **End** key to turn on the phone.
2. Check the network and battery strength icons at the top of the display area.
3. Scroll to **Contacts** and press the **Select** button.

4. Scroll to the name or number you want to call and press the **Select** button. The name and number will appear in the display area.
5. Press the **Send** key.

### Make an Emergency Call

1. Press and hold the **End** key to turn on the phone.
2. Check the network and battery strength icons at the top of the display area.
3. Press the **Emergency Call** button on the side of the phone. The emergency number will appear in the display area.
4. Press the **Send** button.
5. Press the **End** key when you are done talking.

### Answer a Call

**Note:** See the User's Guide for information on how to set permissions for incoming calls.

1. Press the **Send** key button to answer the call.
2. Press **End** key when you are done talking.

### Missed Calls

If a call arrives when glowPhone is off, a Missed Calls prompt will display when you turn it on. To view the missed call, press the **Select** button. To skip the missed call, scroll to **Ignore** and press the **Select** button.

**Note:** Check the **Voice Mail** menu to listen to a voice mail message if the caller left one.

## VOICE MAIL



If glowPhone is off when a call arrives, the caller can leave a voice message. When you turn on glowPhone, the New Voice Mail Messages prompt will display.

If glowPhone is on and a call is not answered, the caller can also leave a voice message. The Voice Mail icon will appear at the top of the display area.

To listen to a voice mail message:

1. Press and hold the **End** key to turn on the phone.
2. Check the network and battery strength icons at the top of the display area.
3. Scroll to the **Voice Mail** menu and press the **Select** button.

Note: Scroll to the **Speaker** icon and press the **Select** button to turn the speaker on or off when you listen to the voice mail message.

## TEXT MESSAGES



If a message arrives when glowPhone is on, the message will display, and you can read the message or save it to read later.

Then, when another message arrives, a New Text Message prompt displays. Use the Read Text Messages menu to read this message and all of the other messages saved on your phone.

To read a message:

1. Press and hold the **End** key to turn on the phone.
2. Check the network and battery strength icons at the top of the display area.
3. Scroll to the **Read Text Message** menu and press the **Select** button.
4. Scroll to the message you want to read and press the **Select** button.

5. Read the message.
  - a. If you want to call the sender of the message, press the **Send** key.
  - b. If you want to delete the message, scroll to the **Trashcan** icon and press the **Select** button. You will be prompted to confirm the deletion.

To delete a message:

It is a good idea to go through your messages and delete the ones you no longer want to keep.

1. Press and hold the **End** key to turn on the phone.
2. Scroll to the **Read Text Message** menu and press the **Select** button.
3. Scroll to the message you want to delete and press the **Select** button.
4. Scroll to the **Trashcan** icon and press the **Select** button. You will be prompted to make sure you want to delete the message.

## GAMES



glowPhone has several games ready for you to play.

To play a game:

1. Scroll to the **Games** menu and press the **Select** button.
2. Scroll to the game you want to play and press the **Select** button.

## RINGTONES



You can change the ringtones for alerts, phone calls, and text messages.

1. Scroll to the **Ringtones** menu and press the **Select** button.
2. Scroll to **Ring Type** and press the **Select** button.
3. Scroll to **Ringer** or **Silent** and press the **Select** button. A **Saved** prompt will display.

Note: Silent means that the phone will not ring when a phone call or messages arrives.



4. Scroll to **Ringtone** and press the **Select** button.
5. Scroll to the ringtone you want to hear and press the **Select** button.
6. Scroll to **Message Alert** and press the **Select** button.
7. Scroll to the ringtone you want to hear when a message arrives and press the **Select** button. A **Saved** prompt will display.

## WALLPAPER



The wallpaper you select will appear in the display area on the idle screen.

1. Scroll to the **Wallpaper** menu and press the **Select** button.
2. Scroll to the wallpaper you want to see in the display area and press the **Select** button.

## FLASHLIGHT



When you turn on the Flashlight, all of the glowPhone lights will go on and you can use your phone as a flashlight.

1. Scroll to the **Flashlight** menu and press the **Select** button.
2. To turn off the Flashlight press the **End** button.

Note: The flashlight will also go off when you use the Mom or Dad keys or the Send key.

## TERMS & CONDITIONS

To use a Firefly handset as a cellular phone, you must obtain service from a wireless service provider. Your service provider may provide additional terms and conditions and instructions for using network services. Some networks may have limitations that affect how you can use wireless services.

If Firefly Mobile is your wireless service provider, your service is bound by the Firefly Mobile Service Terms & Conditions, which are subject to change. **A complete, up to date listing of Firefly Mobile Service Terms & Conditions can always be found at [www.fireflymobile.com/firefly\\_minutes/terms & conditions](http://www.fireflymobile.com/firefly_minutes/terms&conditions).** Below is a summary of some key terms and conditions for using Firefly services.

Domestic and international calls and text messages are charged at a per unit rate, and airtime usage is billed in full minute increments, rounded up to the next full minute. Firefly Mobile does not guarantee coverage or network availability.

**Note: Value deposited into your Firefly account(s) will expire, depending on the selected rate plan. Upon account expiration, you will have a 30 day grace period to refill your account before your Firefly phone number is cancelled. A service activation fee and new phone number may be required to reactivate service. More information on rate plans, expiration dates, and reactivation can be found at [www.fireflymobile.com](http://www.fireflymobile.com).**

## FIREFLY ONE-YEAR LIMITED WARRANTY

Firefly Mobile, Inc. ("Firefly") warrants that this cellular phone and battery ("Product") will be free from defects in material and workmanship that result in Product failure during normal usage for ONE (1) YEAR from the date of purchase, according to the following terms and conditions:

1. The limited warranty extends only to the original purchaser ("You" or "Consumer") of the Product and may not be assigned or transferred to any subsequent purchaser or user. The limited warranty extends only to the Consumer who purchases the Product in the country for its intended sale.
2. Upon request from Firefly, You must prove the date of the original purchase of the Product by a dated bill of sale or dated itemized receipt.

3. During the limited warranty period, Firefly will repair or replace the Product, as Firefly determines, if its limited warranty applies. Firefly will be responsible for parts and labor to repair or replace the Product or defective parts of the Product.
4. The limited warranty does NOT cover defects in appearance, cosmetic, decorative or structural items, including framing, and any parts that do not affect the Product functions.
5. Firefly's limited warranty does NOT apply if any of the following circumstances occurs:
  - a. The Product has been subjected to abnormal use or conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repairs, misuse, neglect, abuse, accident, alteration, improper installation, or other acts that are not the fault of Firefly. This includes damage caused by shipping.
  - b. The Product has been damaged by external causes such as liquid, water, collision with an object, or from fire, flooding, sand, dirt, windstorm, lightning, or exposure to weather conditions; battery leakage; theft; blown fuse, electrical surge, or improper use of any electrical source; computer or Internet viruses, bugs, worms, Trojan Horses; or connection to products not recommended for interconnection by Firefly.
  - c. Defects or damages are caused by physical damage to the surface of the Product, including scratches or cracks in or to the outside housing or the LCD display.
  - d. The Product serial number has been removed, defaced, or altered.
  - e. The defect or damage was caused by the defective function of the cellular system or by inadequate signal reception.
6. If damage or a defect develops during the limited warranty period, You must take the following step-by-step procedure:
  - a. Contact Firefly customer service for repair or replacement.
  - b. Remove any additional memory. You must copy to another device and delete from the Product any sensitive data that You have stored in the Product prior to sending the Product for repair or replacement. Firefly is not responsible for additional memory, SIM cards, or accessories returned with the Product.

- c. You may have to bear the cost of shipping the product to Firefly or to Firefly's authorized return center.
  - d. Purchased content is the responsibility of the user and will not be replaced by Firefly.
  - e. If the Product is covered by Firefly's limited warranty, Firefly will return the repaired or replaced Product to You at Firefly's expense. You are responsible for any expenses related to reinstallation of the Product.
  - f. Firefly will repair or authorize the repair of the Product under the limited warranty within 30 days of receipt of the Product. If Firefly cannot perform repairs covered under this warranty within 30 days, Firefly will provide a replacement Product or refund the purchase price.
7. A repaired Product may consist of used components, some of which have been reprocessed. All used components comply with Product performance and reliability specifications.
  8. Returning a Product for warranty repair or replacement will not extend the original warranty period.
  9. Firefly's limit of liability under the warranty shall be the actual cash value of the Product at the time the Consumer returns the Product for repair. The cash value shall be determined by the price paid by the Consumer for the Product less a reasonable amount for usage. Firefly shall not be liable for any other losses or damages.
  10. The remedies set forth in this limited warranty are Your exclusive remedies for breach of warranty.
  11. THE FOREGOING LIMITED WARRANTY IS THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE. IN NO EVENT SHALL FIREFLY BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING LOSS OF ANTICIPATED BENEFITS OR PROFITS, LOSS OF SAVINGS OR REVENUE, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, LOSS OF DATA, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT OR FACILITIES, DOWNTIME, THE CLAIMS OF ANY THIRD PARTIES, INCLUDING CUSTOMERS, AND

INJURY TO PROPERTY, RESULTING FROM THE PURCHASE OR USE OF THE PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL OR EQUITABLE THEORY, EVEN IF FIREFLY KNEW OF THE LIKELIHOOD OF SUCH DAMAGES. FIREFLY SHALL NOT BE LIABLE FOR DELAY IN RENDERING SERVICE UNDER THE LIMITED WARRANTY, OR LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS BEING REPAIRED OR FOR LOSS OF DATA STORED IN THE PRODUCT.

12. Disclaimers of implied warranties are not enforceable in some jurisdictions, and some jurisdictions do not allow limitation of how long an implied warranty lasts, so the one year warranty limitation may not apply to You. This limited warranty gives You specific legal rights and You may also have other rights that vary from jurisdiction to jurisdiction.
13. This limited warranty is the entire warranty between Firefly and the Consumer, and supersedes all prior and contemporaneous agreements or understandings, oral or written, and all communications relating to the Product. No representative of Firefly or any third party seller of Firefly PRODUCTS may modify these terms, either orally or in writing.

## SPECIFIC ABSORPTION RATE DATA

This model wireless phone meets the U.S. Government's requirements for exposure to radio waves.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy set by the U.S. Federal Communications Commission (FCC) and by the European Committee for Electrotechnical Standardization (CENELEC). These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age or health.

The exposure standard for wireless mobile phones employs a unit of measurement

known as Specific Absorption Rate, or SAR. The SAR limit set by the FCC and CENELEC regulatory authorities is 1.6 W/kg. Tests for SAR are conducted using standard operating positions with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station, the lower the power output.

Before a wireless phone is available for sale to the public, it must be tested and certified to the FCC and CENELEC that it does not exceed the limit established for safe exposure. The highest SAR value for this model phone when tested for use at the ear is 1.46 W/kg. This SAR compliance is limited to the specific accessories shipped with this phone. For body worn operation this device was tested with 1.5cm separation to the body. Third party belt-clips, holsters, and similar accessories containing metallic components should not be used.

While there may be differences between the SAR levels of various phones and at various positions, they all met the governmental requirements for safe exposure. Please note that improvements to this product model could cause differences in the SAR value for later products; in all cases, products are designed to be within the guidelines.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site:

<http://www.phonefacts.net>

or the CENELEC Web site:

<http://www.cenelec.org>

## RF ENERGY INTERFERENCE / COMPATIBILITY

Nearly every electronic device is subject to RF energy interference from external sources if inadequately shielded, designed, or otherwise configured for RF energy compatibility. In some circumstances your mobile phones may cause interference with other devices. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by Firefly Mobile, Inc. will void the user's ability to operate the equipment. Use only Firefly approved chargers.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that the interference will not occur in a particular installation. If the equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

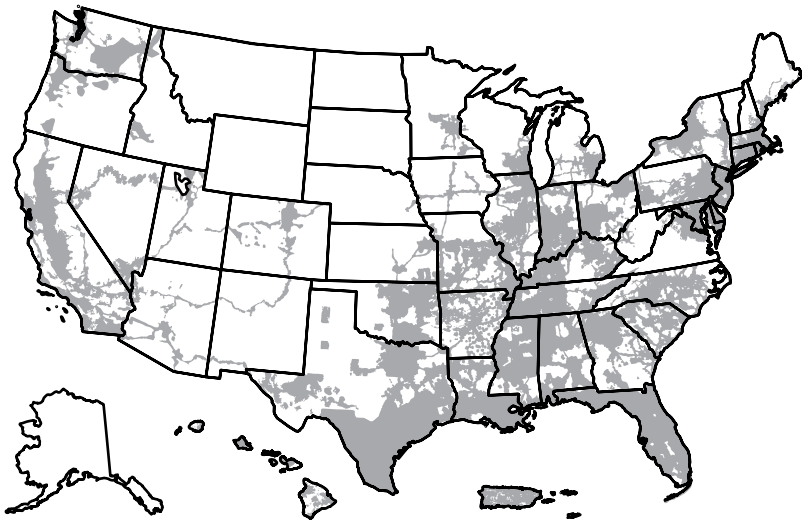
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Follow Instructions to avoid Interference problems. Turn off your mobile device in any location where posted notices instruct you to do so. These locations include hospitals or health care facilities that may be using equipment that is sensitive to external RF energy.

In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

# Firefly Minutes™ Coverage Map

For more information, visit [fireflymobile.com](http://fireflymobile.com)



This map is an approximate depiction of our nationwide GSM coverage outdoors and portions of the coverage map depict networks that are operated by our partners and affiliates. We are not responsible for the performance of those networks. Map may include locations with limited or no coverage. Actual coverage area may differ from map graphics. Firefly Mobile does not guarantee coverage. The Services we provide you depend on over-the-air radio transmissions and many factors can affect your ability to make and receive calls on your wireless phone and the quality of those calls. These factors include your location, the conditions of the atmosphere, the terrain, nearby buildings and other structures.